



Safety Center
NORTH AMERICAN OPERATIONS

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99 MAY 15 PM 1:26

OFFICE
DEFECTS INVESTIGATION

May 7, 1998

Mr. K. N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

25V-102 (21)

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.5 as it applies to a determination by General Motors of a noncompliance involving certain 1997-98 W model cars.

573.5(c)(1): Buick and Oldsmobile Divisions of the General Motors Corporation.

573.5(c)(2)(3)(4): This information is shown on the attached sheet.

573.5(c)(5): General Motors has decided that certain 1997-98 Buick Regal/Century and 1998 Oldsmobile Intrigue model vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 108, "Lamps, Reflective Devices and Associated Equipment". The owner manuals for these vehicles do not contain the required information pertaining to the vehicle headlamp aiming device.

573.5(c)(7): General Motors first became aware of this condition on September 8, 1997. An investigation was initiated to determine the cause and extent of the condition.

573.5(c)(8): This information is set forth in the dealer bulletin.

573.5(c)(9): Draft copies of the owner notification and dealer bulletin are attached. GM plans to begin this campaign in May 1998. The final owner letter and dealer bulletin will be forwarded when they are available.

Very truly yours,

Frank C. Sonye, Jr.
Director

Product Investigations

1810 / 98001
attachments

Product Investigations

Mail Code 480-106-304 • 30530 Mound Road • Warren, Michigan 48090-9055
Phone: (810) 966-8029 • Fax: (810) 947-2318



573.5(0)(2), (3), (4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
				<u>(FROM)</u>	<u>(TO)</u>		
Buick	W	1997	75,132	8/96	7/97	Regal / Century	100%
Buick	W	1998	49,813	4/97	10/97	Regal / Century	"
Oldsmobile	W	1998	<u>24,297</u>	5/97	10/97	Intrigue	"
Total Involved:			149,342				

1810 95001

88V-202 (2)



Campaign Bulletin

File In Section: Product Campaigns
Bulletin No.: 98001
Date: March, 1998
Draft #: 2



98V-112 (3)

PRODUCT RECALL CAMPAIGN

FMVSS NON-COMPLIANCE CAMPAIGN

SUBJECT: 98001 - HEADLAMP AIMING OWNER MANUAL INFORMATION

MODELS: 1997-98 BUICK REGAL AND CENTURY AND 1998 OLDSMOBILE INTRIGUE

DRAFT

A FINAL VERSION OF THIS DRAFT WILL BE USED IF THERE IS A DECISION TO CAMPAIGN

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the divisional letter that is being sent to customers, the customers are being instructed to contact the appropriate Customer Assistance Center if their dealer does not remedy the condition within five (5) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

DEFECT INVOLVED

General Motors has decided that certain 1997-98 Buick Regal and Century and 1998 Oldsmobile Intrigue model vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 108, "Lamps, Reflective Devices and Associated Equipment". The owner manuals for these vehicles do not contain the required information pertaining to the vehicle headlamp aiming device.

DEFECT INVOLVED (Con't)

3V-262 (6)

To correct this condition, and to comply with FMVSS 108, an owners manual insert containing this information needs to be placed in the owners manual. Since the insert can easily be installed, and to reduce customer inconvenience, the insert will be sent directly to owners of record. Dealers are responsible for installing the insert in the owner's manual for any unsold units.

VEHICLES INVOLVED

Involved are all 1997-98 Buick Regal and Century and 1998 Oldsmobile Intrigue model vehicles built within the following VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	PLANT CODE	FROM	THROUGH
1998	Oldsmobile	"W"	Fairfax	"F"	WF300926	WF327817
1997	Buick	"W"	Oshawa	"1"	V1400001	V1482825
1998	Buick	"W"	Oshawa	"1"	W1400001	W1453267

IMPORTANT: Dealers should confirm vehicle eligibility through VISS (Vehicle Information Service System) prior to beginning campaign repairs. **[Not all vehicles within the above breakpoints may be involved]**

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow-up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

PARTS INFORMATION

Each dealer has been sent a quantity of owners manual inserts with this bulletin according to our record of the dealers current "in-stock" units along with this bulletin. Additional owners manual inserts can be obtained if needed by contacting VISPAC at 1-800-923-2000 and requesting the insert for campaign 98001. Be sure to specify the insert you require (Buick or Oldsmobile) when ordering additional inserts.

CUSTOMER NOTIFICATION

SM-202 (35)

Customers will be notified of this campaign on their vehicles by General Motors (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

DEALER CAMPAIGN RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repaired per the service procedure of this campaign bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. This could be done by mailing to such customers a copy of the appropriate divisional customer letter accompanying this bulletin. Campaign follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

This bulletin is notice to you that the new motor vehicles included in this campaign may not comply with the standard identified above. Under 41 U.S.C. section 30112 of the Highway Safety Act as amended, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the campaign correction, your dealership may be subject to a civil penalty up to \$1,100 for each such sale.

SERVICE PROCEDURE

1. For all vehicles, place the insert in the owner's manual between the front cover and the 1st page of the manual.
2. Install the GM Campaign Identification Label.

CAMPAIGN IDENTIFICATION LABEL

98001 002 (3)

Each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin will require a "Campaign Identification Label". Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Each "Campaign Identification Label" is to be located on the radiator core support in an area which will be visible when the vehicle is brought in by the customer for periodic servicing. When installing the Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels can be obtained from VISPAC Incorporated by calling 1-800-269-5100 (Monday-Friday, 8:00 a.m. to 4:30 p.m. EST). Ask for Item Number S-1015 when ordering.



Apply the "Campaign Identification Label" only on a clean, dry surface.

CLAIM INFORMATION

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	FAILED PART NO.	PARTS ALLOW	CC-FC	LABOR OP	* LABOR HOURS
Install Owner Manual Insert	-	--	--	MA-96	V0124	0.2

* For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".

Refer to the General Motors Corporation Claims Processing Manual for details on Product Campaign Claim Submission.



(Sample Of Notification Used)
98001-S
March, 1998

Dear Buick Regal/Century or Oldsmobile Intrigue Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that certain 1997-98 Buick Regal/Century or 1998 Oldsmobile Intrigue Customer model vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 108, "Lamps, Reflective Devices and Associated Equipment". The owner's manuals for these vehicles do not contain the required information pertaining to the vehicle headlamp aiming device.

What Should You Do: To correct this condition, and to comply with FMVSS 108, an owner's manual insert containing the appropriate information needs to be placed in the owners manual. Since the insert can easily be installed, and to reduce your inconvenience, we have included the insert with this letter. Please place the insert between the front cover and 1st page of the owner's manual in your vehicle for future reference.

If you have any questions regarding this action, please contact the appropriate Customer Assistance Center at one of the following numbers.

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Oldsmobile	1-800-442-6537	1-800-833-6537

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the customer assistance center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW Washington, DC 20590 or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Customer Reply Card: The enclosed customer reply card identifies your vehicle. Please complete the card and return it to us so that we can record that this action has been completed for your vehicle. Also, if you no longer own this vehicle, please let us know by completing the postage paid reply card and returning it to us.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Buick and Oldsmobile Motor Divisions
GENERAL MOTORS CORPORATION

Enclosure

RECALL CAMPAIGNS

NAME OF MANUFACTURER : GENERAL MOTORS

SUBJECT OF RECALL : FMVSS 108/HEAD LIGHT AIMING

RECALL CAMPAIGN NUMBER : 98V-102

ACTION THAT INFLUENCED RECALL

MANUFACTURED INFLUENCED YES

ODI INFLUENCED:

ACTION NO. :

DED INVESTIGATOR :

RAD INVESTIGATOR :

OVSC INFLUENCED:

ACTION NO. :

OVSC INVESTIGATOR :



Safety Center
NORTH AMERICAN OPERATIONS

RECEIVED

99 MAY 15 PM 1:36

OFFICE
DEFECTS INVESTIGATION

May 7, 1998

Mr. K. N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

93V-102 (2)

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.5 as it applies to a determination by General Motors of a noncompliance involving certain 1997-98 W model cars.

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573.5(c)(8): This information is set forth in the dealer bulletin.

573.5(c)(9): Draft copies of the owner notification and dealer bulletin are attached. GM plans to begin this campaign in May 1998. The final owner letter and dealer bulletin will be forwarded when they are available.

Very truly yours,

Frank C. Sonye, Jr.
Director
Product Investigations

1810 / 98001
attachments

Product Investigations

Mail Code 490-106-304 • 30500 Mcound Road • Warren, Michigan 48090-9085
Phone: (810) 986-8029 • Fax: (810) 947-2318



579.5(1)(2), (3), (4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

MAKE	MODEL SERIES	MODEL YEAR	NUMBER INVOLVED	INCLUSIVE MANUFACTURING DATES		DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.	EST. NO. W/CONDITION
				(FROM)	(TO)		
Buick	W	1997	75,132	8/96	7/97	Regal / Century	100%
Buick	W	1998	49,913	4/97	10/97	Regal / Century	"
Oldsmobile	W	1998	24,297	5/97	10/97	Intrigue	"
Total Involved:			149,342				

1810 98001

88V-202 (82)



Campaign Bulletin

Function Section: Product Campaigns
Bulletin No.: 98001
Date: March, 1998
Draft #: 2



98V-202 (3)

PRODUCT RECALL CAMPAIGN

FMVSS NON-COMPLIANCE CAMPAIGN

SUBJECT: 98001 - HEADLAMP AIMING OWNER MANUAL INFORMATION

MODELS: 1997-98 BUICK REGAL AND CENTURY AND 1998 OLDSMOBILE INTRIGUE

DRAFT

A FINAL VERSION OF THIS DRAFT WILL BE USED IF THERE IS A DECISION TO CAMPAIGN

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the divisional letter that is being sent to customers, the customers are being instructed to contact the appropriate Customer Assistance Center if their dealer does not remedy the condition within five (5) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

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DEFECT INVOLVED (Con't)

98V-262 (4)

To correct this condition, and to comply with FMVSS 108, an owners manual insert containing this information needs to be placed in the owners manual. Since the insert can easily be installed, and to reduce customer inconvenience, the insert will be sent directly to owners of record. Dealers are responsible for installing the insert in the owner's manual for any unsold units.

VEHICLES INVOLVED

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1998	Buick	"W"	Oshawa	"1"	W1400001	W1453267

IMPORTANT: Dealers should confirm vehicle eligibility through VISS (Vehicle Information Service System) prior to beginning campaign repairs. **[Not all vehicles within the above breakpoints may be involved]**

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow-up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

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CUSTOMER NOTIFICATION

30V-202 (35)

Customers will be notified of this campaign on their vehicles by General Motors (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

DEALER CAMPAIGN RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repaired per the service procedure of this campaign bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. This could be done by mailing to such customers a copy of the appropriate divisional customer letter accompanying this bulletin. Campaign follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

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SERVICE PROCEDURE

1. For all vehicles, place the insert in the owner's manual between the front cover and the 1st page of the manual.
2. Install the GM Campaign Identification Label.

CAMPAIGN IDENTIFICATION LABEL

98001 002 (06)

Each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin will require a "Campaign Identification Label". Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Each "Campaign Identification Label" is to be located on the radiator core support in an area which will be visible when the vehicle is brought in by the customer for periodic servicing. **When installing the Campaign identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels can be obtained from VISPAC Incorporated by calling 1-800-269-5100 (Monday-Friday, 8:00 a.m. to 4:30 p.m. EST). Ask for Item Number S-1015 when ordering.**



Apply the "Campaign Identification Label" only on a clean, dry surface.

CLAIM INFORMATION

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	FAILED PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS
Install Owner Manual Insert	-	-	-	MA-96	V0124	0.2

* For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".

Refer to the General Motors Corporation Claims Processing Manual for details on Product Campaign Claim Submission.



(Sample Of Notification Used)
98001-S
March, 1998

Dear Buick Regal/Century or Oldsmobile Intrigue Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that certain 1997-98 Buick Regal/Century or 1998 Oldsmobile Intrigue Customer model vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 108, "Lamps, Reflective Devices and Associated Equipment". The owner's manuals for these vehicles do not contain the required information pertaining to the vehicle headlamp aiming device.

What Should You Do: To correct this condition, and to comply with FMVSS 108, an owner's manual insert containing the appropriate information needs to be placed in the owners manual. Since the insert can easily be installed, and to reduce your inconvenience, we have included the insert with this letter. Please place the insert between the front cover and 1st page of the owner's manual in your vehicle for future reference.

If you have any questions regarding this action, please contact the appropriate Customer Assistance Center at one of the following numbers.

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Oldsmobile	1-800-442-6537	1-800-833-6537

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the customer assistance center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW Washington, DC 20590 or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Customer Reply Card: The enclosed customer reply card identifies your vehicle. Please complete the card and return it to us so that we can record that this action has been completed for your vehicle. Also, if you no longer own this vehicle, please let us know by completing the postage paid reply card and returning it to us.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

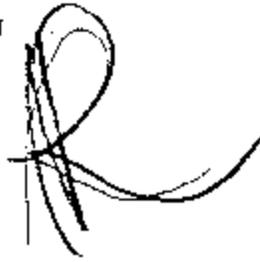
Buick and Oldsmobile Motor Divisions
GENERAL MOTORS CORPORATION

Enclosure

WINS DCS186
URGENT DISTRIBUTE IMMEDIATELY!

DATE: MAY 27, 1998
SUBJECT: NON-COMPLIANCE CAMPAIGN - 98001
HEADLAMP AIMING OWNER MANUAL INFORMATION
MODELS: 1997-98 BUICK REGAL AND CENTURY
1998 OLDSMOBILE INTRIGUE
TO: ALL BUICK/OLDSMOBILE DEALERS
ATTN: SERVICE AND PARTS MANAGERS

98V-102



Certain 1997-98 Buick Regal and Century and 1998 Oldsmobile Intrigue model vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 108, 'Lamps, Reflective Devices and Associated Equipment'. The owner manuals for these vehicles do not contain the required information pertaining to the vehicles headlamp aiming device.

To correct this condition, and to comply with FMVSS 108, an owner's manual insert containing this information needs to be placed in the owner's manual. Since the insert can easily be installed, and to reduce customer inconvenience, the insert will be sent directly to owners of record. Dealers are responsible for installing the insert in the owner's manual for any unsold units.

VEHICLES INVOLVED

Involved are all 1997-98 Buick Regal and Century and 1998 Oldsmobile Intrigue model vehicles built within the following VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
1998	Oldsmobile	'W'	Fairfax	WF300926	WF327817
1997	Buick	'W'	Oshawa	V1400001	V1482825
1998	Buick	'W'	Oshawa	W1400001	W1453267

MAILING INFORMATION

The mailing of the campaign bulletin and Campaign Initiation Detail Report will begin on May 27, 1998. The mailing of the owner notification letters will begin on June 4, 1998.

VISS INFORMATION

VISS information will be available on June 1, 1998 for Oldsmobile; June 3, 1998 for Buick.

END OF MESSAGE

GM "CIPS"

CAMPAIGN INFORMATION PROCESSING SYSTEM